

4-27-00

COMMISSION'S SECRETARY
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET, SW
WASHINGTON, D.C. 20554

MAY 02 2003
100-MAIL ROOM

REGUARDING - CG Docket No. 02-278

I WORK FOR TELEPERFORMANCE U.S.A. ON THE SALES FLOOR, HAVE
WORKER FOR THIS COMPANY SINCE 2-11-99

I WORK ON THE SALES FLOOR AS A TSR AND I LIKE MY JOB!

I WILL BE 61 YEARS OLD IN MAY AND THIS IS A JOB I CAN
DO! NOT MANY PLACES LET A PERSON START WORKING FOR THEM AT
THE AGE I WAS AND LET THAT PERSON WORK AS MANY HOURS AS
POSSIBLE - I AM NOT OF AGE TO START DRAWING SOCIAL SECURITY
AND EVEN IF I WAS I CAN NOT LIVE ON THAT SMALL AMOUNT.

I SUPPORT MY 83 YEAR OLD MOTHER WHO IS IN A NURSING HOME, AND
MYSELF, I'VE WORKED FOR THIS COMPANY LONG ENOUGH THAT I'M MAKING
A LITTLE MORE THAN MINIMUM WAGE - IF YOU PUSH THIS DNC
AND WE LOSE OUR JOBS - THE STATES WILL HAVE TO SUPPORT US AND
TAKING INTO ACCOUNT THAT NUMBER OF PEOPLE LOSING THEIR JOBS COULD
GO UP TO 3 TO 5 MILLION PEOPLE - WHAT A SHOCK TO THE ECONOMY! I
WOULD BE ON THE STREETS WITH NO HOME - I DON'T KNOW WHERE
MY MOTHER WOULD END UP!

I FULLY DISAGREE WITH THE NATIONAL DNC LIST AND RESTRICTIONS. DON'T
TAKE THESE JOBS FROM US. PEOPLE CAN USE SECURITY SCREENS OR JUST
SAY NO - TELL COMPANIES TO NOT SELL THEIR NAME.

THERE IS A BETTER WAY TO HANDLE THIS THAN COST SO MANY PEOPLE
THEIR JOBS

PLEASE RECONSIDER THIS TOPIC.

SAND NELSON
P.O. Box 1982
SANDY, UTAH 84091
801-565-1516



Teleperformance USA

RECEIVED
MAY 02 2003
FEDERAL COMMUNICATIONS COMMISSION

04/24/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

- I work for the Teleperformance USA located in Salt Lake City Utah.
- I am the Director of Operations for the Salt Lake City Center and I have over 300 employees reporting to me.
- I LOVE MY JOB! We are real people with real jobs and trying to provide people great product and customer service via phone calls. We really do care!
- The products we sell to customers save them money, time and provide convenience in most cases.
- Without my position with TPUSA I would be unable to provide for my family (I have two kids, a wonderful husband, and two dogs) in the way I have. My job is the time away from them, so if I don't have the job I love then where would I be?
- I have been in Telemarketing for 10 years and if that was taken away from me I can't even begin to explain the magnitude of the impact that would have on my family. This is the industry that I know and love.
- I am 150% opposed to the National DNC list and restrictions on Predictive Dialers and that you support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules

Thank you for your full consideration on this topic.

Miranda Harper
Director of Operation for Teleperformance USA, concerned citizen, and loving mother and wife!

2378 West 2000 North
Clinton Utah 84015

4. 24. 03

MAY 02 2003
02-MAY-2003

Commissioner's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington D.C. 20554

CG Docket #02-278

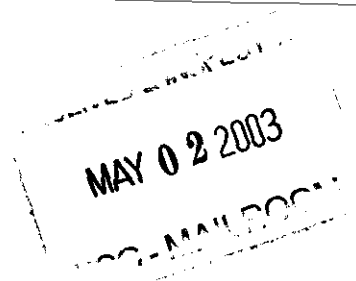
I work for Teleperformance USA - Salt Lake City Utah. Client Services and I am a TSR. I love this job here because it helps me interact with people on a day to day basis. I love the environment because everyone is extremely friendly. Furthermore, I believe I would have to stand up to the FCC for the simple fact that I was on welfare for awhile and to me getting this job helps me support my family and myself. It gives me the opportunity to be independent; secure, and last but not least stable. It would devastate me and throw me right back down to poverty living practically so, I definitely and positively support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC Rules! And strong OPPOSE the National DNC List and restrictions on Predictive Dialer

Thank you for your full consideration on this topic.

Melissa Pederson
107 W. Arkansas St. Midvale, Utah 84047

4-24-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW.
Washington DC. 20554



CG Docket # 02-278

Teleperformance USA, Salt Lake City, UT

I am a Sales Representative For Teleperformance USA. I feel really good about my job I like what I do and the people that I work with. The products that we sell are a great convenience to all of our customers throughout the USA. I feel if this law went into effect it would put millions of people out of work including myself and co-workers. If this law went into effect I wouldn't have a job so therefore I wouldn't have my income coming in and I wouldn't be able to pay my bills, so therefore I oppose the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your consideration on this topic.

Amber Torres.

2771 S. 9100 W

Magna, UT
84044

April 24, 2003

MAY 02 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St. SW
Washington, D.C. 20554

CG Docket #02-278

Dear F.C.C.:

I work at Teleperformance, U.S. A. in Salt Lake City, Utah as a Customer Service Representative. I enjoy people and talking to them and I actually have a B.A. degree in communication. I pride myself on being honest, polite, friendly, and providing a service in the marketing industry that is as viable and important as any other media in the customer service/advertising industry. I am the sole provider for my wife and two lovely daughters and I am thankful for my employer and the chance to work and support my family. The taxes that are taken out of my check also help support the government of this great country.

I vehemently oppose the National DNC list and restrictions on Predictive dialers and support the American Telemarketing Association's proposed modifications to the F.T.C. rules. Please consider my and my fellow workers' wishes and needs.

Sincerely,
Roy Wright
1920 E. 4500 South
Holladay, Utah 84117

I Don't support the FCC in Banning
Telemarketing because I will be laid
off and the ~~Jobs~~ Jobs available in Utah
are at a All time low it took me
two months to Find this Job
if I get laid off how knows
I might not Find a ~~to~~ job for
3 months I have 5 kids a total of
\$900 in Bills for ~~rent~~ my car, Rent
Insurance, and hospital Bills IF I get
laid of the first place I will go to
is the un imploment office.

P.S Please Don't pass that law.

Thank you
Cherry Richards
To: Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street S.W.
Washington D.C. 20554

CG Docket #02-278

4-24-03

A TELEMARKETING SALES REPRESENTATIVE FOR TELEPERFORMANCE USA,
I REALY LIKE WORKING HERE AFTER WORKING HARD LABOR MY
WHOLE LIFE. I ENJOY WORKING WITH CUSTOMERS AND ALSO MY
CO-WORKERS. IF I LOSE THIS JOB IT WILL AFFECT ME AND
MY FAMILY.

FROM: SIONE KAUAKA
1394W 7125 So.
W. JORDAN UT.
84084

To: Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street S.W.
Washington DC 20554

CG. Docket #02-278

4-24-03

Commissions Secretary
Office of the Secretary

Federal Communications Commission

445 12th Street, SW

Washington D.C. 20554

MAY 02 2003
FEDERAL COMMUNICATIONS COMMISSION

CG Docket #02-278

I work for Teleperformance USA - SLC UTAH

Client services I am a TSR my job is wonderful

I help man kind keep in touch coast to coast

for a cheaper cost to do so no harm done if

anything "helping". Without my job my family will

have a much harder time making ends meet, I do not

The products we sell are wonderful I do not

agree strongly with the National DNC list and

restrictions on Predictive Dialers and I support

Teleperformance USA's and the American

Telemarketing Associations proposed modifications

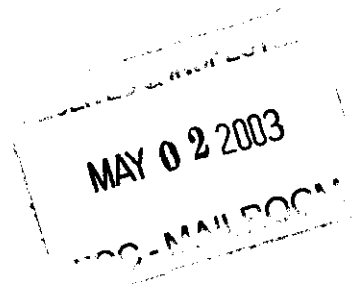
to the FTC rules.

Thank you for your full consideration on this topic,

Keith Paul

107 W Arkansas St Midvale, UT 84047

April 28, 2003
To: Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554
From: Salt Lake City, UT



Teleperformance USA

CG Docket # 02-278

- Sales Representative

Telemarketer for outbound calls

This job give my more opportunities.

The product is very good, beneficial to the customers

The importance to my family is it helps my family financially.

It will not be good.

I do oppose the National DNC list.

Rosie Martin
757 Lakepoint Dr.
Murray UT 84107

April 28, 2003

MAY 02 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St. SW
Washington, DC 20554

Ref: CG Docket No 02-278

Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

I am part of client services on the corporate team in Salt Lake City, Utah. In January I earned the title of session coordinator and I love what I do! I make sure the client expectations are met and also our company's standards are upheld. My job is very important to me provides for me a home, food, and ability to be totally independent from anyone's help. In my community I would not be able to find a better job without further education. I believe telemarketing is a service to others to hear about products without any effort on their part. If people don't want to hear about the product they can simply say No thank you and hang up the phone. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules and OPPOSE the National DNC list.

Sincerely,

Nancy Koerber → 4064 S. Starwood Cir.
West Valley City, UT 84120

4/28/03
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

Ref: CG Docket No. 02-278 Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

This letter is in regards to the proposed: National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

I am 29 years old and currently working as a Client Services Account Manager at Teleperformance USA. I started out working in the telemarketing industry when I was 18 and in High School. It was a good job, in fact compared to the other jobs out there it was the greatest. Back then they did not just take anyone, but you had to pass various mental profile tests and went through two weeks of intense product training. Needless to say I worked very hard just to make calls. By saying that, I worked hard, very hard! And before I knew it, it was 7 years later and I had moved up significantly in the company earning some of the greatest recognition in company history. The company moved me around the nation rising up other Call Centers in communities where there was a need to add jobs, to provide a stable earning for those who's talent was not directly related to manual labor. I saw how benefits and a place where people could come to work and earn a living doing something they enjoyed brought great satisfaction to my personal life. I had 1,200 employees that worked for me and counted on me to provide a source of income and benefits in a place that not long before had nothing to offer. And this is just one company. After I moved again, I worked for yet another company where no matter what I did, I kept in touch with my past. I created and maintained their Call Center and successfully increased customer retention to a company record. I did that for over two years. And then when the economy crashed, the company also received the same outcome. I looked for a position in many places and found nothing. Nothing until I came back to my roots. I found myself drawn back to where I knew I could succeed and work for a company who has a proven track record, Teleperformance USA. I manage Clients in the US and Offshore. I again provide jobs for people that need them. I assist in making sure they have benefits for their family. I as a telemarketer, help in many ways.

Now this is not just about the people I work with and that work for me. I too have a family. I have a 4 year old daughter and a baby boy due in September. The laws in proposal and future planned have an effect on me. I have a family to support. I have a child unborn needing benefits and the things he needs to grow.

I ask that you look at the people in this industry that you will affect. I ask that you look inside and wear my shoes. You can not only shut down an industry that already in these hard times provides employment around the world, but you shut down lives like mine. I ask that you come see what I am talking about. See what we do as a company, a department and as a

Team. What would you do to make sure your employment, your benefits and your family was secure?

Thank you for your time and I hope this assists you in really thinking about your decisions. It's not about making laws that affect just a thought about good or bad, but an industry that includes millions and they need your support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Aaron Pratt Kesler', with a long horizontal flourish extending to the right.

Aaron Pratt Kesler
225 N 300 E
American Fork UT, 84003

25 April 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

FCC-MAIL ROOM

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Please let me introduce myself. I work at Teleperformance USA in Salt Lake City, UT as a Senior Applications developer. My job mainly deals with our inbound marketing, but I do deal with the outbound marketing as well. I enjoy the work that I am involved with. I feel that it is important to enjoy the work you do. I have worked in the Telephony industry for over 6 years primarily focusing on CTI (Computer Telephony Integration). I have developed several outbound predictive dialer applications as well as several inbound related software. Over these past 6 years, I have been involved with multiple types of Call Centers and their different markets including Banking, Inbound & Outbound Sales, Collections, Customer Service, and Government Agencies.

Recently there has been legislation and lobbying regarding a National Do-Not-Call registry to be implemented. I would like to commend the FCC for addressing this issue and I would like to provide some of my own thoughts on the matter. The Telemarketing industry provides a great service to many people each year in both inbound and outbound markets. Last year over 1.8 million people purchased a product or service through outbound telemarketing. I understand some of the complaints responsible for this proposed National Do-Not-Call list. Unfortunately, there are companies out there who take advantage of unsuspecting consumers and cause fraudulent or deceptive marketing that have given Telemarketers a bad reputation. Not all outbound Telemarketing is deceptive or fraudulent.

I like the idea of a National Do Not Call registry, as long as it is not a blanket catch-all Do-Not-Call list. The Telemarketing industry must be able to continue to provide services to consumers without the fear of repercussions from calling a consumer who added themselves to a catch-all Do-Not-Call list. There are some great advantages to a National Do Not Call list on both sides of the argument. A single repository database is preferable from an infrastructure point of view. This would provide benefit to greater efficiencies and lower overall costs.

I admit that I have not gone to great lengths to research the proposal being considered by the FCC. So, I would like to request that the following points be considered:

- A National Do Not Call List should be designed to a standard acceptable to all parties involved. Without a standardized design, companies would still be left to modify this centralized database to meet each Telemarketing Company's local regulations, thus defeating the advantages gained by the implementation of a National database.
- A National Do Not Call List should replace any individual State Do Not Call Lists. The National Do Not Call List should preempt any State requirements or regulations requiring Telemarketing companies to maintain such lists.
- A National Do Not Call List should only apply to "Unsolicited" Calls. Calls to consumers from a Telemarketing companies where that consumer has expressed an interest in a company's products should be allowed and not be subject to the Do Not Call List when making these calls. In addition telemarketing calls to consumers who voluntarily provide their contact information should also not be subject to the Do Not Call List.
- Telemarketing companies with an established business relationship with a consumer, whether existing or former, should not be subject to the Do Not Call List provisions when calling that consumer. This should also include former consumers who discontinued

doing business with such companies because the company did not offer products or services at the time.

- The provisions should include exceptions to allow Telemarketing companies to return phone calls to any individual who has previously called that company. Many consumer leads are generated by consumers calling a company about certain products or services that are unable to be offered to the consumer at that time. Telemarketing companies should be allowed to call these consumers back to offer products or services at a later date without being subject to a Do Not Call List.
- The Do Not Call List should specify types of calls that are permissible. For example a consumer who registers with the National Do Not Call List would be asked a series of questions determining what types of calls that the consumer does not wish to receive (i.e. Telemarketing of Vacation Packages, Telemarketing of Automobile Services, Telemarketing of Insurance, Political Surveys, Television Surveys, Product Surveys, etc.). This would enable Telemarketing companies to filter through the Do Not Call list and exclude consumers who apply to their particular market from their dialing lists.

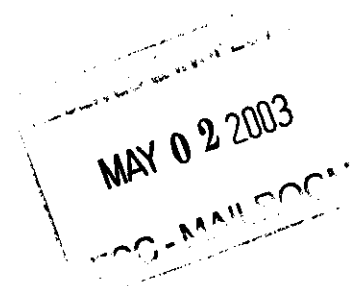
In closing, I would like to thank you for your time and consideration of my views on this topic. During this time of a slumping economy, several people's jobs will be directly impacted by the decisions made regarding this issue.



John Lovell
5909 W. Wolf Creek
Salt Lake City, UT 84118

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of
1991

To Whom it May Concern,

As an employee of the telemarketing industry I wanted to take a moment and voice some of my concerns regarding both this legislation and its implementation.

I currently am employed by TeleperformanceUSA in the Corporate IT department. I am the Director of MIS for the company. I greatly enjoy my job and find my work challenging and rewarding. I feel that I provide a meaningful service to our clients and their customers. I do not doubt that this legislation will have a negative impact on an already depressed economy, and potentially, me personally.

I believe there are several important aspects of this legislation that have been overlooked, including the appropriate role of government, the nature of modern commerce and the free flow of information to name a few. I will direct my thoughts to the appropriate role of government.

Our country and government are founded on several important principles. One of these guiding principles is that government should function to provide for individuals services they cannot provide for themselves. There was a time in the not distant past where the screening of telemarketing calls fell into this realm. Citizens of our country did not possess the technology to determine who was soliciting audience by telephone until the citizen had engaged the call by answering the phone. That time is past.

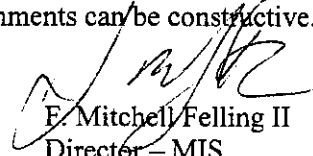
Citizens can now purchase, at low cost, any number of filtering and screening equipment that allows them to choose which solicitations they will engage. This is

clearly not a function that requires governmental intervention. The function of discriminating who you will and will not communicate with by phone is best handled by you.

It is consumer response which makes this form of marketing one of the most effective. This clearly indicates that there is a group of people enjoy and wish to participate in this type of speech. Telemarketing is a form of speech, or communication. The government bears the responsibility to preserve the rights of the minority to freely initiate speech, or communication, in the public domain. This indicates to me that the principles of our government would directly oppose this legislation.

Since this is a function that people can provide for themselves, this legislations serves only to add bureaucracy. It diminishes the individual freedoms we enjoy.

I hope when considering implementation of the proposed guidelines my comments can be constructive.



F. Mitchell Felling II
Director - MIS
TeleperformanceUSA

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

4-26-03

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

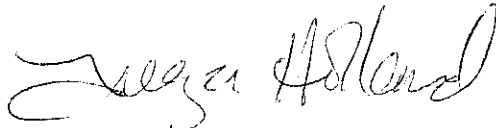
I work in Salt Lake City, Utah. At Teleperformance USA in the Corporate Quality Assurance office. I am a Client Monitoring Quality Assurance Coordinator and Team Lead.

I love my job here. I have never felt so a part of a team and welcomed in any other job I have had. It is a very challenging job and requires me to be a good listening, use tools to further educate, a need for diplomacy skills, which I feel I have polished, as well as patience and understanding. I really enjoy the people I talk to and work with each day. I have seen and heard a lot of different kind of people in this industry. I went into telemarketing over 11 yrs ago. I had just had my second child and needed a job that paid enough to help support my family but did not require me to have to get a daycare provider, because I couldn't afford it. The job allowed me a flexible schedule and very fair wage. I was married early and thus had not completed my full education. I had a GED, but lacked a whole lot of skills. I was able to feel like a real professional, I sat at a desk, used a computer and a telephone, and I represented a company to hundreds of people on the phone. I felt good about myself and enthusiastic about my career. In any job, you will find those difficult people, but on a whole I found I was offering a service or product that was useful and that people were not aware of. I still find that today. I still see co-workers who are in school working to pay their bills or save money for college and gaining experience as they go. I see mothers who work to earn extra money for their families the same as I did when I started. I see people with physical disabilities or even people who are not (by societies standards) attractive and thus feel inadequate, have pride in themselves because they have a job that they enjoy, and are good at. It gives them independence and self assurance. It did for me as well. As time went on for me (and two more children later) I moved upward. I learned new skills, I found I was able to further educate others who were just starting out and trying to find a place for themselves in the workforce of America. I learned skills with computers and programs. I learned to work in a fast pace and how to handle many projects and challenges. It gave me a will to succeed and develop myself. I have been unemployed before and I know the self doubt that comes with that, the shame you feel around others. The looks you get at the store of people judging you for being on welfare and making them pay taxes. There is no harder place to be.

This industry brings products and services to people who would normally not hear about them. It offers a very productive way for the consumer to get the services without having to leave their homes, and it only takes 2 min. of their time! I myself have had calls for products I did not need, and it was no problem at all for me to say I don't need it, but thank you. And I hear that from our customers today. I have also had calls for products I knew nothing about and had benefited me greatly. And I am a part of America that buys

and uses them. This Industry has guidelines in place already, and company's use and follows a Do Not Call list request faithfully. I know there have been some Companies that have not, and it is unfortunate to see an entire Industry punished for the disregard and irresponsibility of a small group. The people who have been in this field and worked hard to build it up, care about the products and the treatment of the consumer's we offer them too. I strongly believe that this proposal is unnecessary and ultimately too costly. The people it will negatively affect and what it will do to our economy is not worth it. I support the proposed modifications made by my company and the American Telemarketing Association because that is all that is needed. Let's not make a mistake that will ruin our country.

Thank you for your full consideration on this topic.

A handwritten signature in cursive script, reading "Treeza Holland". The signature is written in dark ink and is positioned above the printed name and address.

Treeza Holland
4446 W. 4745 S.
Kearns UT, 84118

April 28,2003

Commission's Secretary

Office of the Secretary

Federal Communications Commission

445 12th Street SW Washington D.C. 20554

Ref:CG Docket 02-278

**Rules and Regulations Implementing the Telephone Consumer Protection Act
of 1991**

**My name is Stephanie Moon and I work in the QA department of
Teleperformance USA located in Salt Lake City, Utah. I am a Quality
Assurance Specialist. My function as a Quality Assurance Specialist is to
monitor telemarketers to make sure that they offer first-rate customer service
to our consumers. I am very proud of the work I do. My function as a Quality
Assurance Specialist enables me to protect the consumer. I am able to do this
by following Specific guidelines to ensure that the customer is treated with
courtesy and respect.**

**I believe that Teleperformance USA on behalf of its clients offer a
variety of unique products and services which are specifically targeted to the
needs of of our consumers. For example, I feel that consumers are offered**

**that Teleperformance USA and The American Telemarketing Association have
proposed.**

Thank you for your full consideration on this topic.

Sincerely, Stephanie Moon

1618 Clayton Street S.L.C., UT 84104

A handwritten signature in black ink that reads "Stephanie Moon". The script is cursive and fluid, with the first name and last name clearly distinguishable.

4-25-03
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

CG Docket 02-278

Currently I work in Salt Lake City, U.T. at Teleperformance USA. I work in the Quality Assurance department. I'm a Quality Assurance Specialist and I monitor live calls that our representatives make.

The job that I have is very important to me and to the customers that we have. I help make sure that our representatives are following Federal, State, and Teleperformance USA's guidelines. I feel that the services that we offer help the customers that we have. Currently I have heard many customers that use their programs and save money, and a good amount of these people are average families. A lot of services over the phone that are offered may not be available if a customer were to call in. If those families were not able to get any of the products that we help offer then they are losing money as well. There has been many jobs and revenue created because of this industry and what we have to offer.

Not only will it hurt good working people but also there are also many Political calling campaigns that go on and this can also affect how many people are reached when election time comes around. This in turn can affect our own politicians.

I am working full time paying off credit cards and loans just like everyone else. The money I make goes towards these things and my family and without my job I wouldn't be able to provide these things let alone a roof over our head. If I were to lose my job I'm not to sure what I would do.

I do currently oppose the National Do Not Call list and the restrictions on the dialers. The reason for this is because with the restrictions then many people will be without jobs, there will be revenue loss, and money lost to our customers who would have been able to use our products and services.

I think of telemarketing as a business like everyone else may have, but the only difference is that we can offer products to people at their home and save them the time of having to go out and find these products themselves. I don't think it hurts to at least ask someone if they would like to try our products. What's the worst that could happen? The worst is that they say no and ask to be removed from the calling list. We would also gladly do that for any customer that requests it. The question that I have is why is it so bad to offer a customer a product? They would have a choice like everyone else to say no, hang up, and even to buy.

I believe there are some people out there that don't understand telemarketing companies. A lot of people don't know when you call a customer service for your bank, credit card companies, and even infomercials you are in most cases calling a telemarketing company that is hired to take incoming calls. There even may be Representatives right next to them that are calling out to customers. What would happen to those companies if they cannot call out? If the company loses money and has to shut

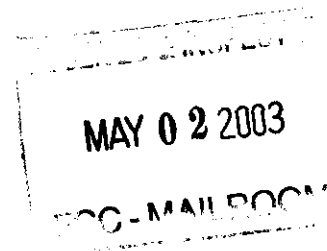
down because of this what would happen to the customer service in banks, credit cards, infomercials, and even insurance? Odds are you do call in to these types of companies and your customer service is a telemarketing company. Please don't take for granted that these restrictions will only affect outbound telemarketing but it could affect the companies that take the calls you make into your customer service. Please reconsider what affects the National Do Not Call List may have on us and even you.

Thanks you for your full consideration on this topic.

Chris Neumann
5695 S. 2200 W. #A
Roy U.T. 84067

A handwritten signature in black ink, appearing to read "Chris Neumann", with a long, sweeping horizontal line extending to the right.

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:

My name is Dustin Wegner. I have worked for TeleperformanceUSA in Salt Lake City, Utah for about 5 years now. I started as a general sales agent and was soon after promoted to the Quality Assurance Department. I have been in the QA Department for a good portion of my career. I am currently serving Teleperformance as a Monitoring Manager. I started with Teleperformance at the young age of 17. I had just graduated high school and had no clue where my life was going to take me. I had applied with several different companies, but it was Teleperformance that decided to utilize my abilities. It is now five years later and I have recently purchased a home and a very nice vehicle. Teleperformance has helped me grow into the responsible, business oriented person that I am today and I owe them a lot. 2 years ago I decided to go back to school and earn my bachelors degree. I was a little worried about my work schedule conflicting with my school schedule. Due to the nature of the business, they were able to be very flexible. I am currently in school majoring in aviation and still able to keep my job.

We here at Teleperformance sell many different products to many different individuals. I do realize that not all products are going to appeal to every person but people ARE buying the products we market to them. I have currently worked with and read about many of the products we sell and I do stand by them. They are beneficial on many different aspects. They benefit the consumer by providing them great services and many money saving benefits. They benefit our company by generating profit (which keeps many people employed). They benefit myself and my co-workers from the profit generated. In turn, the economy in general benefits greatly. We do not have to be mathematicians or have a degree in Sociology to realize how many people and how many ways this type of marketing is beneficial. To eliminate all this would be the demise of many hard working people. Some will move on to better things but many will not, and for what? So, people don't have to answer the phone and tell a salesman, "No Thanks". Seems a small task to me for so many beneficial factors to be involved. Bottom line, just as your job matters to you, our jobs matter to us. If these rules are implemented many will lose their jobs, even possibly myself.

I STRONGLY oppose the National DNC List and restrictions on Predictive Dialers for obvious reasons. We have survived for many years with ALL types of marketing and we can survive for many more. If these new regulations are put into place what is next? Door to door selling? Car salesmen? Online marketing? Realtors? The economy needs to be pushed to gain momentum, not slowed down. For this, I support

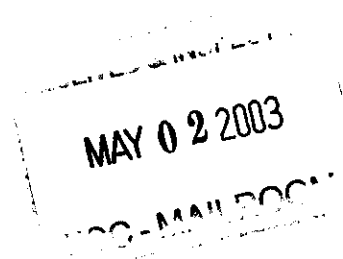
TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules. I am but one voice among millions that feel the same! Thank you for taking the time to read this. I hope my efforts to help Telemarketing and the economy in general will not go un-recognized. Thank you.

Dustin Wegner
3130 West 4455 South
West Valley City, Utah 84119

A handwritten signature in black ink, appearing to read "Dustin Wegner", written in a cursive style.

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: **CG Docket No. 02-278**
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I write to you with **great concern**, I am employed by a Telemarketing Company, which will certainly feel the effects of the proposed National Do-Not -Call-List. I have been working for TeleperformanceUSA for nearly 7 years now 4 of which (and currently) in the Quality Assurance Department. I am the Manager for our Monitoring Services team, which is responsible for monitoring (listening and evaluating) the calls each of our Telephone Sales Representatives. We work daily to ensure that the calls our consumers receive are of top quality meaning they are in Compliance with all Laws and Regulations placed on Telemarketing along with being polite, sounding professional and generally treating our customer's with respect. I take great pride in what my team and myself do each day to ensure that each of our consumers has a good experience with our company and the companies we represent.

My job is very important to me, as I am sure yours is to you. It allows me to support myself, pay my house and car payments and generally allows me to feel pride in that fact that I can take care of myself. My job also supplies me with much needed Health Care Benefits. I cannot begin to imagine how I could support myself as I do now if I were to lose my job. The job market here in Utah is very treacherous right now many companies have been down sizing and our unemployment rates are on the rise (this is not just a Utah trend). I cannot begin to tell you how many applicants I have had for entry-level positions (paying barely \$8.00 an hour) that, were recently in upper management positions and making upwards of 50 and 60K a year until the lay offs began.

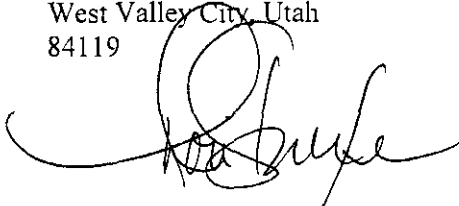
It is not just my job that concerns me but also the jobs of my peers and employees. Because of the nature of telemarketing we hire many individuals that have been previously overlooked by other companies including disabled individuals that would not be able to perform the tasks of a more physically taxing job. We are able to employ young people, working single mothers and students as we can offer flexible schedules that can allow them to accommodate day care and school. I cannot even imagine having to tell the honest hard working members of the staff here that work every day to protect our consumers that they no longer have a job.

We are not a company that is not selective in what we have our Agents sell. We work with companies that I can honestly say offer services and products that are of use and are a benefit to those who buy them. We are not out to rip off the American consumer we are all consumers as well (I get telemarketing calls just like everyone else) and really if it is something you do not feel would benefit you how hard is it to say no? If a door-to-door sales person comes to your home pedaling the latest vacuum and you do

not want it don't you say no to them? If you are in a store or a mall or even at a car dealership and Sales Person tries to talk you into something you absolutely do not want don't you say no to them or even leave? If you don't want it say no to us – or even hang up on us that is fine but don't eliminate us.

I could go on for days about all of the reasons I oppose the National Do No Call list and the restrictions that are being proposed for our Industry but let me summarize my feelings by saying – you will hurt our economy – my welfare and the welfare of all those I work with. Please realize when you make this decision that there could be potentially millions of jobs lost – and for what? We have too many strains on our economy right now as it is – and even if this does not take away my job it will certainly affect other companies in the industry and that will affect us all. With unemployment on the rise we will certainly be called upon to support these individuals who will not be able to support themselves. **I urge you to please consider the American Telemarketing Association's proposed modifications (which I personally support) to the FTC rules.** Thank you.

Lori Durfee
3130 Roxborough Parkway
West Valley City, Utah
84119

A handwritten signature in cursive script, appearing to read "Lori Durfee", written over the printed name and address.